



# Foreign Affairs Manual

## 1 FAM – Organization and Functions

**Change Transmittal:** ORG-250

**Date:** August 8, 2011

# 1 FAM 270

## BUREAU OF INFORMATION RESOURCE MANAGEMENT (IRM)

### Changes

1. **1 FAM 270, Bureau of Information Resource Management (IRM):** Former 1 FAM 275.4, [Reserved], is now a new office with subordinate offices:

- **1 FAM 275.4, Customer Service Office (IRM/OPS/CSO);**
- **1 FAM 275.4-1, Information Technology Service Center (IRM/OPS/CSO/ITSC);**
- **1 FAM 275.4-2, Desktop Support Division (IRM/OPS/CSO/DSD);** and
- **1 FAM 275.4-3, Operational Support Division (IRM/OPS/CSO/OSD).**

2. **Crosswalk for 1 FAM 270:**

From Prior Issuance	To Current Issuance	Prior Office Title or Symbol	New Office Title or Symbol
275.4	275.4	[Reserved]	(IRM/OPS/CSO)
none	275.4-1	N/A	(IRM/OPS/CSO/ITSC)
none	275.5-1(A)	N/A	(IRM/OPS/CSO/DSD)
none	275.5-1(B)	N/A	(IRM/OPS/CSO/OSD)

3. Change Transmittal has replaced the term, Transmittal Letter. Change Transmittal was selected as being more appropriate in this age of electronic information transmission. The FAM volume's transmittal acronym and numerical series remains in place.
4. Changes are shown in *italic dark magenta*. *Italic dark magenta* provides a historical record of changes and is used in subchapter issuances where less than 50 percent of the text has been revised.

5. Officers are reminded that Department-issued materials not codified in the Foreign Affairs Manual or its supplemental Foreign Affairs Handbook series generally have no regulatory validity (see 2 FAM 1115.2).

### **Filing Instructions for Paper Copies**

1. Remove and discard old subchapter 1 FAM 270 (CT:ORG-244, 05-25-2011; 76 pages) and insert revised subchapter 1 FAM 270 (80 pages).
2. After inserting the material in the binder, insert this transmittal letter immediately following the CT Checklist, then fill in the entry line for CT:ORG-250, and initial.

### **Distribution Notice**

1. The Foreign Affairs Manual and Handbooks (unclassified) official version can be found on the State Department's Intranet site.
2. All posts and offices keeping paper versions of the Foreign Affairs Manual are responsible for maintaining the FAM on a current basis (see 2 FAM 1116.5).
3. Use **KFAM** and **AINF** TAGS on **all** communications on FAM/FAH issues; direct questions concerning issuance, validity, and updating to A/GIS/DIR. Direct questions concerning substance and interpretations to the office indicated at the end of this transmittal letter.

**(IRM/OPS/CSO)**